

## EDITED KSA LISTING

### CLASS: PROGRAM TECHNICIAN III

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*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	Advanced knowledge of modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) in order to effectively train staff, maintain and retrieve information, respond to inquiries from staff, other agencies, and the public, etc.
<b>K2.</b>	Advanced knowledge of operating office equipment (e.g., computer software/programs, typewriter, date and 10-key calculator, copy machine, fax machine, scanner, telecommunications devices, shredder, special equipment, etc.) in order to process documents and forms, disseminate information to internal and/or external law enforcement agencies and general public, ensure safety of staff, etc.
<b>K3.</b>	Advanced knowledge of proper English including grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting, etc.
<b>K4.</b>	Advanced knowledge of appropriate laws, rules, regulations, policies, procedures, Penal Code, Welfare and Institution Code (WIC), California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), Youth Authority Manual (YAM), Board of Parole Hearings Procedures (BPHP), Decentralized Revocation Unit Manual (DRU), state and federal mandates, court mandates, etc. in order to provide information/instruction to handle inquiries from within and outside the department, ensure that staff are in compliance with these rules, etc.
<b>K5.</b>	Intermediate knowledge of mathematical computations to complete basic addition, subtraction, multiplication and division, calculate percentages associated with assigned duties, etc.
<b>K6.</b>	Advanced knowledge of various filing systems (e.g., alphabetical, chronological, numerical, subject matter, etc.) in order to maintain an organized filing system that would allow for swift and accurate retrieval of document/information, etc.

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#	Knowledge, Skill, Ability
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	<b>Skill to::</b>
<b>S1</b>	Communicate both verbally and in writing to disseminate information, respond to inquiries, deal tactfully with staff, governmental agencies, public, and inmates/parolees, etc.
<b>S2</b>	Independently apply appropriate laws, rules, regulations, policies and procedures (e.g., CCR, DOM, YAM, Title 15, Penal Code, WIC, BPHP, DRU, DOJ rules, state and federal mandates, etc.) in order to gather and provide information, train staff, respond to inquiries from within and outside the department, ensure that staff are in compliance with job requirements, etc.
<b>S3</b>	Monitor workload (e.g., hearing schedules, 5-year purge plan, etc) to ensure compliance with court mandates, policies, procedures, laws, rules and regulations.
<b>S4</b>	Evaluate departmental policies and procedures, (e.g., Inmate transportation, victims rights, CLETS, RSTS, DEC, etc.) in order to ensure compliance with departmental policies and procedures, laws, rules and regulations, etc.
<b>S5</b>	Perform clerical duties (e.g., sorting, filing, maintaining records, proofreading, etc.) in order to effectively perform assigned duties.
<b>S6</b>	Work independently in order to resolve the most sensitive and complex problems, etc.
<b>S7</b>	Use of proper English including grammatical structure (e.g., proper sentence structure, punctuation, vocabulary, spelling, etc.) in order to accurately prepare reports, proofread, correct documents and file, etc.
<b>S8</b>	Perform difficult calculations including mathematical computations in order to complete addition, subtraction, multiplication and division problems associated with assigned duties.
<b>S9</b>	<b>Multi-task workload (e.g., hearings, scheduling, subpoena inmate/parolee movement, warrants, court documents, inmate fingerprint cards, parolee discharge documents, etc.) in order to ensure work is completed within mandated timeframes, etc.</b>

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#	Knowledge, Skill, Ability
	<b>Willingness to:</b>
WC1.	<b>Willingness to abide by and adhere to Departmental policies and procedures (e.g., wear personal alarm, carry whistle, etc.) applicable to specific work assignments.</b>
WC2.	<b>Willingness to comply with annual tuberculosis screening requirements.</b>
WC3.	<b>Willingness to abide by and adhere to the institutional dress code.</b>
WC4.	<b>Willingness to comply with departmental training requirements.</b>
WC5.	<b>Willingness to report dangerous situations/contraband to supervisors and/or custody staff.</b>
WC6.	<b>Willingness to work and/or visit a State correctional facility.</b>
WC7.	<b>Willingness to work with inmates/parolees, including some who may be mentally ill, developmentally disabled, potentially dangerous, sex offenders, etc.</b>
WC8.	<b>Willingness to work with inmates/parolees, including some who may be infected with contagious diseases such as Hepatitis C, HIV/AIDS, tuberculosis, etc.</b>
WC9.	<b>Willingness to work around peace officers armed with chemical agents and/or weapons.</b>
WC10.	<b>Willingness to participate in departmental legal activities (e.g., serve as an expert witness or material witness, serve as a defendant, etc.).</b>
WC11.	<b>Willingness to participate in the audit process.</b>
WC12.	<b>Willingness to provide training, instruction or oversight regarding departmental policies, procedures, standards, and practices to other employees, outside consultants, and/or members of the public.</b>
WC13.	<b>Willingness to report unethical and/or illegal behavior on the part of departmental staff.</b>
WC14.	<b>Willingness to accept constructive criticism and respond appropriately.</b>
WC15.	<b>Willingness to respond to changes in the work unit in a positive, professional manner.</b>
WC16.	<b>Willingness to promote positive, collaborative, professional working relations among co-workers both within and outside of the work unit.</b>
WC17.	<b>Willingness to work professionally with individuals from a wide range of cultural backgrounds.</b>
WC18.	<b>Willingness to participate in team meetings, committees, special projects, etc. as required and/or assigned by your supervisor/manager.</b>
WC19.	<b>Willingness to work in a team environment to complete assigned work tasks.</b>

Bold text-indicates not on Classification Spec.

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#	Knowledge, Skill, Ability
<b>WC20.</b>	<b>Willingness to work at remote sites and locations alone or with very little interaction with others.</b>
<b>WC21.</b>	<b>Willingness to work overtime and on-call hours as required.</b>
<b>WC22.</b>	<b>Willingness to work holiday work shifts in emergency situations on an as-needed basis.</b>
<b>WC23.</b>	<b>Willingness to travel to work sites including special assignments, training, etc. away from assigned work location, which could require extended hours of work and/or overnight or multiple-day trips.</b>

\* Subject Matter Experts did not rate the Working Conditions but agreed that all of them were necessary to work as a Program Technician III.